

“The **Service Excellence Strategy Map** helps us measure and track our successes throughout this Term of Council, while keeping us accountable and financially responsible.

~ *Mayor Maurizio Bevilacqua*”

TERM OF COUNCIL PRIORITIES 2014 – 2018
Improve municipal road network
Continue to develop transit, cycling and pedestrian options to get around the City
Facilitate the development of the VMC
Support the development of the hospital
Re-establish the urban tree canopy
Invest, renew and manage infrastructure and assets
Continue to ensure the safety and well-being of citizens
Meet Council tax rate targets (no greater than 3%)
Update the Official Plan and supporting studies
Attract investment and create jobs
Create and manage affordable housing options (secondary suites)
Continue to cultivate an environmentally sustainable city
Support and promote arts, culture, heritage and sports in the community
Continue to advance a culture of excellence in governance
Establish a Lobbyist Registry
Enhance civic pride through a city-wide approach to citizen engagement

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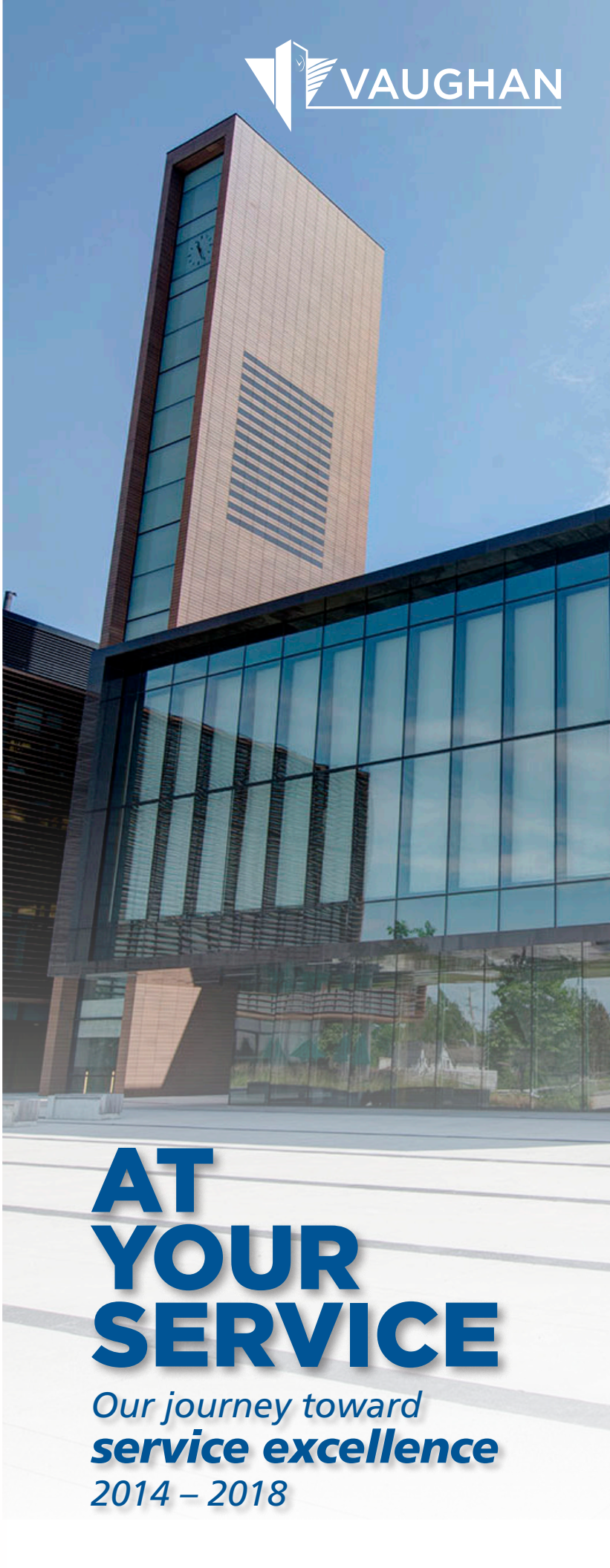
Our Service Excellence Journey

In 2015, the City of Vaughan enhanced its approach to Service Excellence with the introduction of the Service Excellence Strategy Map. The map was developed to help align the City’s priorities, people, budgets, processes and technology to deliver on what we heard from citizens. For the first time, through this refreshed strategic plan, Council can measure and track the progress made on their priorities and goals while keeping the tax rates low.

With new and expanded services to meet the needs of our thriving community, the City has experienced many organizational accomplishments that have helped us to improve efficiency, maintain transparency and be financially responsible.

Vaughan is committed to creating a place that is vibrant, dynamic and inclusive. From towers rising in our new downtown – the Vaughan Metropolitan Centre – to getting the site ready for our future hospital, there is activity, movement and motion all around us.

This pamphlet highlights the progress Vaughan Council has made on their strategic goals throughout this Term of Council.



**AT
YOUR
SERVICE**

*Our journey toward
service excellence
2014 – 2018*



Mayor's Message

City-building is a labour of love. Our success is the result of hard work, focus and a dedication to city-building through good governance. No one builds a city alone. A city is the manifestation of all of our collective efforts focused on the ultimate goal of making our city the best city it can be.

The Vaughan we are building is a city with limitless potential. It is a place that is respected for its spirit of innovation, acclaimed for its responsible planning and economic leadership, admired for its environmental stewardship, renowned for its first-class administration and respect for taxpayers' dollars, and transformed by the will of people to be agents of change. This will position Vaughan at the forefront of 21st century cities capable of capturing the imagination of the world.

My pledge to you is to create a city where people can live happy, healthy, safe and fulfilling lives and where no one is left behind. I look forward to building on our shared successes and I am excited for Vaughan to continue to rise to its full potential. This is my city, your city, our city. And the best is yet to come.

Maurizio Bevilacqua

Hon. Maurizio Bevilacqua, P.C.
Mayor

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DELIVERING RESULTS...



Vaughan Council continues to ensure one of the **lowest tax rates in the GTA**

Vaughan is one of the
SAFEST COMMUNITIES
IN CANADA



The Mackenzie Vaughan Hospital will be Canada's first 'smart' technology hospital with a capacity of

550 beds

Vaughan Council approved more than
6,700
new residential units in the VMC

Budget savings for this Term of Council amounted to more than
\$30 million

The City continues to get top marks –
97% of citizens found quality of life to be either **good or very good** in 2016

Planning for a better tomorrow
5 major studies:

- Official Plan
- Engineering Development Charge Background Study
- Growth Management Strategy
- Water and Wastewater Master Plan
- Green Directions Vaughan

Vaughan officially launched a
LOBBYIST REGISTRY

A new policy allowing **secondary suites** was approved during this Term of Council



TTC Line 1 Subway Extension
opened for public ridership in 2017

Vaughan is **1 of 19** municipalities to have an
INTERNAL AUDITOR



Annual energy savings of
MORE THAN \$260,000
at City facilities through energy retrofit projects



The City broke ground on the **NEW**
900 acre
North Maple Regional Park

TRANSPORTATION ACHIEVEMENTS:



Viva Rapid Transit



Metrolinx Regional Express Rail (RER)



Kirby GO Station



Highway 427 Expansion



More than
140 km
of **NEW** roads



More than
23,000
new jobs were created



Award-winning
Vaughan Resource Library
97% SATISFACTION RATING

More than
16,000

trees have been planted as part of the City's tree replacement plan